#### STREET CRISIS RESPONSE TEAM (SCRT) PILOT

## **AUGUST 2021 UPDATE**

The goal of the San Francisco Street Crisis Response Team is to provide rapid, traumainformed response to calls for service about people experiencing crisis in public spaces in order to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has five fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 12 hours per day. The sixth team, providing citywide overnight coverage 5 days per week, launched at the end of July with coverage expansion likely in the coming weeks. As of April, all of the teams are supported by the Office of Coordinated Care staff who continue to provide follow-up and linkage support to clients within 24 hours of the initial encounter.

# **OPERATIONS UPDATE**

# KEY PERFORMANCE INDICATORS



Crisis Calls Handled by **SCRT** 

August

Cumulative\*

663

3,169



800-B Calls that Received **SCRT Response\*\*** 

August

Cumulative





Average Response Time

August

Cumulative



81%



### **Referral Source: Cumulative**

Other

911 Dispatch SCRT Observed in Community -"On view"

Non-Crisis Community Support

12% 4%

3%

\*Cumulative counts are on data since pilot launch (Nov 30, 2020 – August 31, 2021)

\*\* 800-Bs are a type of call code from 911 emergency communications center which indicate an individual in behavioral health distress with no weapon involved. In 2019, SF 911 received over 10,000 of these calls. Percentage shown excludes "800-B On Views" and a small number of 800-Bs not dispatched to SCRT for other reasons. SCRT aims to respond to 100% of dispatched 800-Bs once fully launched.



Client Engagements

August

Cumulative

1,879

63%



Crisis resolved on scene; client remained safely in community

**Engagement Outcomes: Cumulative** 

15%

15%

social or behavioral setting 5150s initiated on scene

Client linked & transported to

Client transported to hospital

7%

\*A single client engagement may result in multiple outcomes.

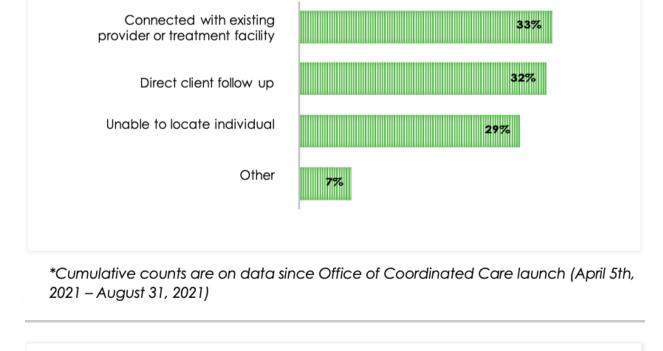


Office of Coordinated Care Follow Up Rate

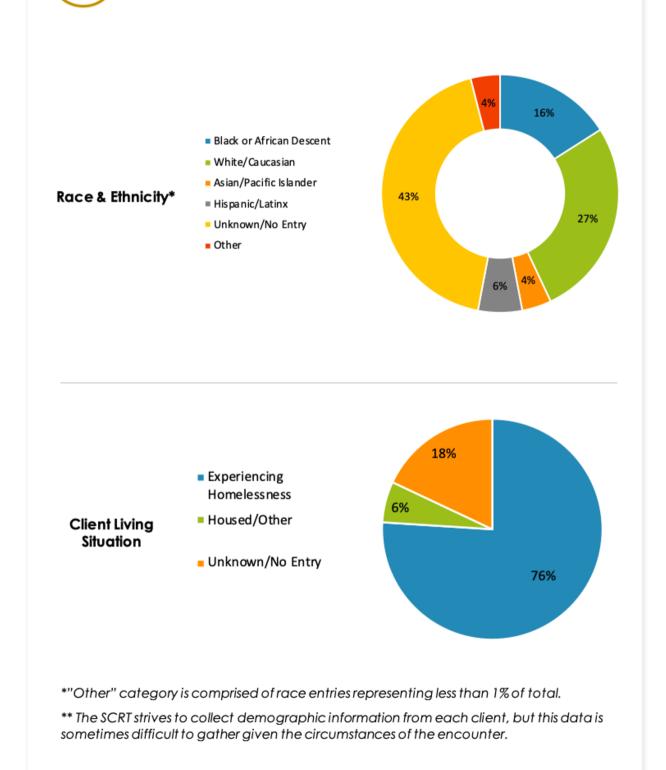
August

\*Cumulative

**Connections to Care: Cumulative** 



Client Characteristics: Cumulative



The Street Crisis Response Team now has a website! For more information on the SCRT please visit: Street Crisis Response Team Background To view our Preliminary Evaluation Report please visit: SCRT\_Preliminary\_Report.pdf

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